

JOINT COMMAND SOUTH (JC SOUTH)

VERONA, ITALY

PERMANENT CHANGE OF STATION AND ORIENTATION BOOKLET

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This booklet is published by and for U. S. personnel being assigned to the Verona Community. It is intended to lessen the trauma that accompanies any PCS move. Suggestions for improvement of this booklet can be directed to the U.S. Army Element, Verona (045-927-0138). This booklet is continually being updated as information changes. The included document is dated April 2003.

I - INTRODUCTION

Welcome to Verona! The goal of the Joint Command South (JCS Verona) sponsorship program is to make your transition to Italy as smooth as possible. This booklet can assist you. For simplicity, we have divided it into five areas. Throughout the booklet, we have highlighted special notes that you should read carefully.

- First, there is a brief description of the mission and composition of JC SOUTH.
- Second, we have included a short discussion on the beautiful city of Verona.
- Third, and very importantly, we've highlighted vital PCS information.
- Fourth, this area provides information on the Verona American Community and North Atlantic Treaty Organization (NATO) morale organizations.
- Fifth, this area gives the newly assigned individual some "Helpful Hints for a Smooth Transition."

We do not include information on Vicenza, our logistical support base, which is 38 miles east of Verona. Instead, we provide you with some of their published literature as part of our welcome packet. Again, our goal is to make your transition as smooth as possible. "Buona Fortuna" or good fortune with your move.

II - JC SOUTH OVERVIEW

Joint Command Southern Europe (JC SOUTH) was established in Verona on September 1, 1999. Its primary responsibility is the defense of the country of Italy and it is commanded by an Italian Army four star general.

JC SOUTH is a NATO Principle Subordinate Command under Headquarters Allied Forces Southern Europe (HQ AFSOUTH) located in Naples, Italy. HQ AFSOUTH is responsible for the defense of the entire Mediterranean region.

To accomplish its mission, JC SOUTH has available major Italian armored and mechanized units, Alpine Brigades, Combat and Service Support Units.

The composition of JC SOUTH includes German, Greek, Italian, Portuguese, Turkish, and U. S. personnel. The senior allied officer in Verona is a U. S. Navy Captain. The main JC SOUTH headquarters building is located in the historical "Palazzo Carli," where the agreement for the release of the city of Verona from Austria to Italy was signed in 1866.

The peacetime mission of JC SOUTH is primarily war planning with heavy emphasis placed on communications support for the European Theater of operations. There are approximately 100 U. S. military personnel (Navy, Air Force and Army) and their families living in the Verona community.

U. S. personnel work at either Palazzo Pianell or Palazzo Carli in downtown Verona, or at WESTSTAR, the JC SOUTH war headquarters located approximately 17 miles west of Verona.

III - VERONA DESCRIPTION

Verona is one the most beautiful and fascinating cities in the world. It is the home of the legendary star-crossed lovers, Romeo and Juliet. The city of Verona dates back to the pre-Roman era. It is located near the Po Valley, breadbasket of Italy, and it sits at the entrance to the Brenner Pass, one of the lifelines of commerce to the rest of Europe. Located between Milan and Venice, Verona is protected by the Adige River, which flows down from the Italian Alps through the Brenner Pass.

Verona is a cosmopolitan city of approximately 300,000 people. The main economies are agriculture and tourism. Marble, leather, clothing, gold, and furniture are also vibrant industries in this area.

In the historic center of Verona, you will find, side-by-side Roman, Medieval, Baroque, and modern architecture, all fully in use. The city is home to many beautiful Renaissance churches and the impressive 14th century Castelvecchio (Old Castle).

The crowning jewel of Verona is the 1st century A.D. Roman amphitheater, popularly known as the "Arena." Located in the heart of the city, this wonderfully preserved theater seats 25,000 spectators and hosts a world-renowned open-air opera and ballet season each July and August. In addition to the Arena, Verona also has a large "Stadio" which often hosts international music stars, as well as other attractions.

Verona offers "molto" (many) leisure activities. The Italian Alps and the Pre-Alps offer hiking and some of the best downhill and cross-country skiing in the world. The beach (Adriatic Sea) is a leisurely two hour drive east while the Tirrenian Sea is about a four hour drive southwest. Twenty minutes away is Lake Garda, the largest lake in Italy, which offers all water sports and many fine restaurants along its shores.

You can reach Garmisch, Germany in 3 1/2 hours by car. Of course, all the beautiful cities of Italy -- Venice, Florence, Rome -- are short drives and even easier to access by train. Finally, Verona offers all sports, and its soccer and basketball teams are truly excellent.

You will find the Veronese to be sophisticated and well dressed. They are used to tourists, so plan to get away from the "tourist traps" to fully appreciate their warmth and way of life. Don't worry, this is easy to do. Most importantly, don't ever forget that you are a guest in their country, so please conduct yourself accordingly. We encourage you to read more about Verona and come prepared to take advantage of the many opportunities available to you.

IV - PCS INFORMATION

This section of the booklet is critical in assuring a smooth transition. We've divided it for easy reference into the following sections:

HOUSING

You are strongly recommended to take your dislocation allowance (DLA) prior to departing your losing command. This entitlement will ease your transition by offsetting moving costs for you and your family. Upon your arrival, the most important priority is to find adequate housing. There is a Housing Office located in Verona with a full-time civilian employee to assist you in locating suitable and affordable economy quarters.

NOTE: THERE IS NO GOVERNMENT HOUSING OR BARRACKS IN VERONA, YOU MUST RESIDE ON THE ECONOMY.

Unless you have an unusually large family, your housing costs will be covered by your Basic Allowance for Housing (BAH), and Overseas Housing Allowance (OHA).

NOTE: YOU CAN BRING PETS WITH YOU, HOWEVER, MANY LANDLORDS WILL NOT ACCEPT PETS OR LIMIT TO SMALL PETS ONLY.

Also, few apartments have garages large enough for full-size American sedans or vans. Most Italian homes do not have closets, however they do have storage areas "cantinas" in the basements of most buildings. Early and frequent communication with your sponsor will enable you to better plan your move. You will find that apartment living is the norm and that separate houses (villas) are rare and expensive. Don't panic, most service members find adequate housing within 45-60 days of arrival.

According to the Verona Housing Office, apartment rentals are \$700-750 for two bedroom apartments, \$800-850 for three bedroom apartments, and \$900 and up for four bedroom apartments and villas. Both four bedroom apartments and villas are scarce. These prices usually do not include utilities, which are more costly than in the United States, and some apartments charge a small condominium fee for cleaning of common areas and building maintenance. The Cost of Living Allowance and OHA usually compensate for the amount above your BAQ.

In addition, you will also be entitled to a one-time, up-front Moving in Housing Allowance (MIHA) of approximately \$800-1,000 for moving in expenses. This allowance varies with the dollar-euro conversion rate.

Initial set-up fees can be expensive, so we recommend that you set aside two (2) month's rent for initial deposit and approximately \$700-1,000 for utilities (including phone) and other odds and ends. Also, floors are primarily tile or marble so you may want to bring rugs. As soon as you are finished with administrative in-processing, your sponsor and the Verona Housing Office will take you to see available housing. Ask "old timers" their opinions and make sure you consider bus routes for your children, if applicable.

NOTE: YOU CAN FIND DETAILED INFORMATION PERTAINING TO HOUSING ISSUES IN THE TRANSITION ASSISTANCE BOOKLET LOCATED IN YOUR WELCOME PACKET.

Listed below are some of the items you can get from the Vicenza Furniture Warehouse in a loaner set for 90 days while your household goods are in transit. Also listed below are items you may receive:

LOANER SETS

Temporary or permanent, depending upon availability

- Beds - Dining or Kitchen Table and Chairs - Sofa and Easy Chairs
* If available: Night tables, Lamps, Chest of Drawers, Dressers, Dishes, Book Cases, Cupboard, and Hutch

PERMANENT SETS

Families

- Kitchen Cabinet - Refrigerator - Washer
- Wardrobe - Dryer - Kitchen Range
- Medicine Cabinets - Light fixtures - Dishwasher

Unaccompanied

All of the above plus:

- Bed (double) - Chest of drawers or dresser
- *Davenport - Buffet or Hutch
- *Easy Chair - Kitchen Table or Dining Room Table
*Choice of 1 davenport or 2 easy chairs

Single

All of the above plus:

- Bed - Dining or Kitchen Table

TRANSPORTATION/HOUSEHOLD GOODS

The servicing Transportation Office is located in Vicenza. Ensure your household goods counselor is aware that you will be assigned to APO AE 09628. By consulting the International Personal Property Consignment Instruction Guide, the counselor will obtain the proper shipping address. Soon after you arrive your sponsor will escort you to the Vicenza Transportation Office to determine the status of your household goods shipment(s). They will request a point of contact telephone number from you so they can alert you upon the arrival of both your hold baggage, if applicable, and household goods.

All personnel assigned to HQ JC SOUTH are authorized full Joint Travel Regulation weight allowance for household goods. Ensure this is reflected in your orders. Your transportation office can tell you your specific weight allowance. Keep in mind that Italian apartments tend to be a bit smaller than those in the states are. Separate dining rooms are usually only found in very large, very expensive apartments. Plan your shipment of furniture accordingly! Remember, by frequently corresponding with your sponsor on those items you will need to bring will alleviate the risk of paying for any excess weight.

If you ship hold baggage, we recommend you pack a limited amount of sheets, pillows, pillowcases, towels, plates, drinking cups/glasses, cooking utensils, knives, and forks.

For your information, in Verona, the typical winter weather begins in October and summer weather starts in June.

The Installation Transportation Office and Legal Assistance are your best sources of information for damage claim information.

SECURITY CLEARANCE

Your current Personnel Services Battalion (PSB) or your sponsor should be able to tell you whether your position will require a higher level security clearance. The ultimate responsibility remains with you. If you have any problems/questions, notify:

JC SOUTH (Army, Navy or AF Element)

ATTN: SECURITY NCO

CMR 428

APO AE 09628

NOTE: DO NOT PROCRASTINATE in submitting the proper paperwork. IT IS DESIRABLE THAT ANY CLEARANCE UPGRADE BE OBTAINED/AWARDED PRIOR TO ARRIVAL IN Taly, HOWEVER, Interim clearances are normally granted until the final clearance is granted. Bring a copy of all documents pertaining to your security clearance with you.

PRIVATELY OWNED VEHICLES AND DRIVERS LICENSING

The servicing port of entry for vehicles is Livorno on the west coast of Italy. Make sure your car is to be shipped to the Leghorn Depot at Camp Darby, Italy. Transit time is approximately 60 days from the east coast and 90 days from the west coast. The DD Form 781 will indicate the required delivery date for your vehicle to arrive at Camp Darby.

There are no age restrictions on your car in order to ship it to Italy. However, please ensure it is in good mechanical condition. If your car fails inspection when you pick it up, it could cost a lot of time and money to make it operational. Below are some common problem areas:

- Brakes/emergency brakes - Seat belts
- Lights - Leaks in hoses
- Leaks in exhaust system - Locks on doors
- Windshield wipers - Cracked or broken
- Bald or unevenly worn tires windows
- Bad/missing spare tire When you pick up your vehicle in Italy, you must have the following documents:
 - Stateside registration
 - A SETAF Drivers License *
 - Overseas shipping authorization – Insurance if there is a lien on the vehicle
 - Copies of orders
 - Shipping documents amendments to orders

Upon registering your car in Italy you will also be required to have a warning triangle. You can purchase these items either prior to leaving the United States or once you arrive in Italy at the Vicenza auto parts store.

*Upon your arrival, you will have to take the Defensive Driving Course for a SETAF Drivers License at the USAE PAC. You must possess a SETAF Drivers License to operate a vehicle in Italy. The test is not hard, but you will have to study for a test on European road signs. You can also obtain an International Drivers License in Vicenza.

NOTE1: You can get an International Drivers License in the United States, if you want to drive right away. The most common place to obtain the license is at an American Automobile Association (AAA) office.

NOTE2: You may check the whereabouts of your POV during shipment via the Internet at: <http://www.whereismypov.com/> You will need the order # from your shipping document and your last name.

NOTE3: It is not legal to operate an ALLIED FORCES ITALY (AFI) plated vehicle with an International Drivers License, but you can operate a rental vehicle.

TRANSPORTATION OF FIREARMS, AMMUNITION, CITIZEN BAND (CB) RADIOS AND PETS

The importation of firearms, ammunition and CB radios is a violation of Italian law. There is no quarantine for pets in Italy, however, make sure you have a health certificate from your veterinarian that is dated no more than 10 days before the shipping date. Your veterinarian should also update your pet's immunization record, i.e., rabies vaccinations must be between 30 days and 6 months old. Arrange with the Air Mobility Command or commercial airlines as soon as possible to reserve transportation for your pets.

You can find information on the Vicenza Veterinary Clinic in the Vicenza handbook. Also, there are numerous veterinarians in Verona, just ask your sponsor. In any case, notify your sponsor if you intend to bring a pet so that the appropriate temporary lodging can be coordinated for you.

ARRIVAL INFORMATION

We strive to set the standard for sponsorship at JC SOUTH! It is a high priority with our Senior U. S. Officer. Unless there are special circumstances, i.e., short notice, diversion, etc., your sponsor will write you shortly after assignment notification. We ask that you please reply promptly to help make your transition easier.

If you fly by commercial flight, you will most likely arrive in either Milan or Venice, a two hour drive from Verona. As an alternative, Verona does have an airport, called "Villafranca" but you must fly from another European city (Frankfurt, London, Paris, Rome). Passengers arriving via Air Mobility Command will arrive at Aviano Air Base, a two and one half hour drive from Verona. It is recommended that you fly directly into Villafranca Airport in Verona so that you will be able to get to your hotel and relax after your long flight(s) within 20 minutes of your arrival. Regardless of your mode of travel, rest assured that your sponsor will meet you upon arrival.

Since there is no billeting in Verona, U. S. personnel and their families normally stay at either the Residence Al'Adige or the Residence Castelveccchio. Only the Residence Castelveccchio accepts pets. Both are superb apartment-type facilities with limited cooking privileges available.

NOTE: MAKE SURE TO NOTIFY YOUR SPONSOR IMMEDIATELY IF YOU ARE BRINGING ANIMALS WITH YOU.

Temporary Lodging Allowance (TLA) is authorized for up to 60 days and should cover all your temporary lodging expenses. In unusual cases, it can be extended. You will receive a more detailed briefing on TLA upon your arrival.

Once you are settled in a hotel, your sponsor will assist you with administrative in-processing, finding suitable housing, obtaining your vehicle, and the countless other tasks that need to be accomplished. If you have any problems, please contact your sponsor and/or the Army, Air Force, or Navy element in Verona.

PERSONNEL AND FINANCE CHECKLIST

This checklist is provided to help you double-check the important documents that you will need either from your departure location or upon your arrival in Italy.

SERVICEMEMBER

- Personnel Records - Current ID Card
- Finance Records - Stateside Drivers License
- Medical Records - Immunization Record
- Copies of orders/amendments - Dental Records
- Education Records - International Drivers License (optional)

FAMILY MEMBERS

- ***Italian Visa*** Mandatory
- Medical Records - Dental Records
- Passports - Immunization Record
- School Records - Last Report Card
- Stateside Drivers License

BAGGAGE/HOUSEHOLD GOODS

- Hold Baggage Inventory and Government Bill of Lading.
- Household Goods Inventory and Government Bill of Lading.

PRIVATELY OWNED VEHICLES

- Stateside Registration - Copy of authorization from
- Proof of Insurance lien holder (if applicable)
- Shipping document

PETS

- Current Health Certificate -Updated immunization records

UNIFORM POLICY

The uniform policy for U. S. personnel is any uniform combination authorized by Army, Air Force, and Navy Regulations, except the Battle Dress Uniform (BDU), which will be worn only if required by your day-to-day duties and approved by your supervisor. If you will work at WESTSTAR your duty uniform will be Bud's, most other duty sections wear Class "B" uniforms for daily duty. The uniform for exercises is Bud's.

Special functions will require you to wear the Class "A" uniform.

NOTE: The nearest ARMY AND Air Force clothing sales STORES ARE located at CASERME EDERLE (IN VICENZA) AND Aviano AB, RESPECTIVELY. the nearest navy clothing sales is located at Naples Naval Support activity. Make every effort to purchase immediate need items prior to departing your last duty location.

BANKING SERVICES

All military personnel are required to have direct deposit of pay. Military financial services are obtained through the military finance detachment at Caserma Ederle in Vicenza.

Banking services for the Verona American community are provided by the Banca Nazionale del Lavoro located at Piazza Renato Simoni. The bank will cash your stateside checks and government checks and exchange dollars for lira. In order to use this bank, you will receive a letter of authority when you in-process. The limit that you are authorized to cash is based on your income. There is a nominal service for cashing checks:

\$100 and below: .25 \$501-1,000: \$2.00

\$101-300: .50 \$1,001-2,000: \$4.00

\$301-500: \$1.00

For each \$100 above \$2,000, there is a .25 service charge

Finally, Verona offers a new service. If you are in desperate need, there are automatic exchange machines located in the city. These machines exchange dollars for lira (\$5, \$10, and \$20 bills).

CODICE FISCALE

The Codice Fiscale is similar to a tax number that will be assigned to you by the Italian government in order to track any financial transactions you may conduct while assigned in Verona. The electric, gas, and water companies will require the number before service to your residence can be established. Obtaining a Codice Fiscale is simple, fast, and free. Your sponsor and our housing officer will assist you.

TELEPHONE SERVICE

The deposit and installation fees for telephone service range from approximately \$100-200 in the Verona area. Depending on the area you live, your wait for a telephone may be a couple of days or several weeks. The housing officer will assist you with obtaining your telephone.

If you don't have a telephone calling card, consider getting one. AT&T, Sprint and MCI all have good offers, but they can be expensive and you will want to inquire which would better serve your needs. Companies will bill you with an itemized listing of calls only upon request. This type of itemized listing is not standard for the Italian telephone company. Calls to the United States are approximately half the price of the normal Italian rates. There is a program for home phones called a "call-back service". It lowers the per/minute cost to calling the United States from approximately \$0.17 per minute. You can be billed directly to a credit card or checking account for this service or get a normal bill in the mail. Currently, the cheapest means of making calls to the United States is through companies such as Digetel Italia, with current per minute charges of \$0.12

ITALIAN LANGUAGE TRAINING

Learning to speak Italian will make all the difference in the world, both at work and in your leisure activities.

If a service member's position requires formal language training, their service branch will normally coordinate attendance at the Defense Language Institute (DLI) in Monterey, California. Spouses are encouraged to attend this course, if the Defense Language Institute has extra space.

The Vicenza Education Center occasionally offers a "Gateway to Italy" language course in Verona. This course is a two week introductory language course designed for new arrivals to Italy and it is open to all service members and their dependents. The course is free, however, it is available in Verona only if enough students are enrolled to make it cost effective. You can take the course in Vicenza, if there aren't enough people in Verona.

Also, the University of Maryland offers Italian courses, which will give you college credit.

JC SOUTH offers language courses from time to time. These are free and conducted in one of the Palazzo Pianell training rooms. Finally, the Italian government continually offers "Scuola Media" - a free language program for any foreigner interested in learning Italian.

DENTAL INSURANCE

If you are serving an accompanied tour make sure your losing personnel office cancels the premium for dental insurance prior to your departure. The Vicenza Dental Clinic offers full dental care for dependents, including orthodontia (braces).

IN-PROCESSING OVERVIEW

Upon arrival, service members will in-process through their respective service support element. Below is a partial list of in processing actions:

- Receive the personnel records given to the member at their departure location.
- Prepare the letter to Banca Nazionale del Lavoro for check cashing privileges.

- Complete request for sponsor's gasoline rations ("P" coupons).
- Complete request for temporary purchase of gasoline ("P" coupons) (If a member possesses a POV upon, or immediately after, arrival in country.)
- Provide Temporary Lodging Allowance (TLA) briefing.
- Sponsor will schedule in-briefings with various senior officer and enlisted representatives.
- Provide member with information/documentation to prepare for SETAF drivers license test.
- Check ID card(s) expiration dates.
- Sponsors will escort new the arrival to Busignani Barracks for ration cards, NATO ID card(s), gas liters, and security badge. And finally, to the bank and to meet co-workers in the different divisions.
- Sponsors will also accompany new personnel to Vicenza to in-process transportation, dental clinic, health clinic, and the education center.

V - U.S. COMMUNITY INFORMATION

Now that you're finished with the important PCS information, we want to paint you a picture of our community. We've divided this part into the following four sections:

SECTION 1 - Schools

SECTION 2 - Verona Support Facilities

1. Mail Room/Distribution Box
2. Shoppette
3. Library
4. Community Center/Gymnasium
5. Laundry Facilities
6. Youth Activities
7. Bus Services
8. Church

SECTION 3 - Morale Organizations

1. Community Support Group (CSG)
2. Boy/Girl Scouts
3. Verona Adult Sports (VAS)
4. Joint Enlisted Association (JEA)

SECTION 4 - NATO Morale Organizations

1. Benessere Fund (MWR Fund)
2. Campo Sportivo (Sports Center)
3. JC SOUTH Officers' Association
4. JC SOUTH NCO Association

SEC. 1 - SCHOOLS

The Verona Elementary School is the hub around which the American Community revolves. It is located on the American Compound on the Lungadige, between Verona and Parona, about a 10 minute drive from downtown Verona.

The Verona Elementary School consists of grades Kindergarten thru 8th grade. Currently, there are approximately 83 students and two grades are usually combined, but this is more than compensated for by the low teacher-to-student ratio. Our Association of Parents and Teachers (APT) is very involved in the quality of education.

High school family members attend classes in Vicenza and are transported daily by bus, at government expense. Students living in Verona are provided tickets for use on the city bus system for travel to and from the train station. Upon arrival, your sponsor will introduce you to the community schools officer for information on obtaining rail/bus passes and bus routes.

SEC. 2 - VERONA SUPPORT FACILITIES

The U. S. Army is responsible for the community mailroom at the Verona American Compound. Personal mail (including packages) is picked up and delivered Monday through Friday from Vicenza. Packages can be mailed from Verona Monday through Friday from 1500 - 1700. Our community mailroom offers full postal services, to include stamp sales; insured, registered, and certified mail; packages; and money orders. The AAFES Shopette also sells postage stamps. Your mailing address will be:

Name

JC SOUTH

CMR 428, Box XXXX (contact your sponsor for a box #)

APO AE 09628

All U. S. personnel will have a distribution box. Directives, Weekly Bulletins (published by the Senior U. S. Officer (SUSO)), notices of morale and church events are a few items you can expect to pick up from your distribution box.

The AAFES Shopette is open six days a week (closed U. S. holidays). It offers a very basic inventory of U. S. products such as soda, beer, snacks, frozen dinners, canned foods, toiletries, and diapers. You will have to do your main grocery shopping at the commissary in Vicenza or, better yet, at the local stores and markets.

Our library is also small, but provides Internet access (4 workstations) and an excellent selection of magazines, books, audio cassettes, videotapes (VHS), compact discs (CD) and DVD's. The library is closed on Sundays and Mondays.

Our modern Community Center contains a gym, which offers basketball, weights, showers, sauna facilities, and a community meeting room as well as a consolidated club. The gym is open six days a week, but closed on some U. S. holidays. Members of the Verona community can sign out the keys to the gym during non-duty hours.

Free washer/dryer are available 7 days a week. Priority is given to incoming/outgoing personnel staying in the hotel.

The Verona Youth Services (YS) is open year round (summer hours are abbreviated). The YS also offers trips throughout northern Italy for our children. Ask your sponsor about Youth Sponsors for your children! This service is provided by YS.

Every Tuesday and Friday, a free bus service departs the Verona School at 0830 for Caserma Ederle, the Army base in Vicenza, and returns at 1600.

Protestant religious services are held at the Community Center each Sunday. Catholic services are held in a local facility near the American Community each Sunday and on Holy Days.

SEC. 3 - MORALE ORGANIZATIONS

The Verona Community Support Group (CSG) serves as the umbrella for all the American activities. The CSG is lead by a CSG Leader - a family member from the community who works closely with the National Support Element Commander. The CSG ensures arriving families receive a welcome basket, plans community events such as the Easter BBQ, and most importantly serves as a support structure for family members during extended absences of their sponsor's due to deployments, TDY's, etc.

Scouting for both boys and girls is offered in the Verona American Community with leaders volunteering from within the community.

We have an active Verona Adult Sports (VAS) organization, which schedules a wide variety of recreational activities for adults of all age. Softball, flag football, hiking, white water rafting, and skiing just are a few of the activities.

The Women's Club of Verona welcomes all women of Verona including wives of service members, female service members, wives of American retirees, and civilian women who wish to further the club's purpose and goals. The club promotes friendship among members, plans fund raisers and social activities for the American Community. The Women's Club is a social club, rather than a private organization.

SEC. 4 - NATO MORALE ORGANIZATIONS

The "Benessere Fund" is the morale and welfare fund of HQ JC SOUTH. The Funds are generated from the surcharges placed on the sale of tobacco, liquor, gas coupons, and other items. Some of the activities, which the Benessere Fund pays for, include:

1. CAMPO SPORTIVO: located in the Borgo Roma area of Verona, not far from the Verona Sud exit of the autostrada. It has three swimming pools (only open during the summer), three surfaced tennis courts (two outdoor and one indoor), a soccer field, athletic track, basketball/volleyball court, mini-golf, ping-pong, gym equipment w/weight and exercise equipment, locker rooms with showers, dressing rooms, a bar, cantina, and a dining facility. Public transportation is available by taking either locale bus #10 from in front of Palazzo Pianell or Locale (city bus) #41 from Castelveccchio.

2. Santa Lucia gifts are distributed to all children ages 1-10 years old o/a December 12th, the Feast of Santa Lucia.

The Welfare Store at Busignani Barracks offers a wide variety of discounted video and audio equipment, as well as, perfumes, watches, and more.

Finally, the International Store at Busignani Barracks is excellent. The prices are cheaper than at Vicenza and they offer a much larger variety of products. Remember, the surcharge goes to the Benessere Fund.

The JC SOUTH Officer's Association was established to promote rapport and cordiality among all officers at HQ JC SOUTH. The Officer's Association periodically sponsors various social and cultural activities. Monthly dues (about \$3) for the JC SOUTH Officers' association are paid at the Disbursing Branch, in Room 16, Palazzo Pianell.

Castelveccchio Officer's Club is located in Castelveccchio (Old Castle), less than a five minute walk from Palazzo Pianell and Carli. Constructed in 1354-55 to defend against external enemies, the castle has seen many uses over the years, including a present day museum and officers club. Restoration from damage during World War II was begun in 1946 so that today the castle is virtually intact. Membership entitles use of a mess, lecture room, library, discotheque, game room, TV room, bar, barber, conference rooms, and a patio mess on the Adige River. Dues are paid at Castelveccchio.

The JC SOUTH NCO Association is currently undergoing changes in its structure. In the past, it has sponsored sporting tournaments; organized and subsidized outings to the local amusement park, Lake Garda; and held various picnics. It has also provided NCOs holiday gifts twice a year.

An added benefit are the Italian Mensas (mess halls) located in Palazzo Carli, in Li Gobbi Barracks, Busignani Barracks, and WESTSTAR. The food is excellent and the price is unbeatable, approximately \$2.00 for a full course Italian meal. The cost at Palazzo Carli is slightly higher.

Finally, numerous stores offer discounts to JC SOUTH personnel, to include warehouse-style stores (Sam's Club, etc.). Check with your element upon arrival.

VI - HELPFUL HINTS FOR A SMOOTH TRANSITION

The final part of this booklet is designed to give you helpful information you can use upon arrival in Italy. We encourage you to use it as a starting point, not an end to itself. Read other books and when you arrive talk to as many "old timers" as possible. Again, we divided it for easy reference.

SECTION 1 - Emergency/Useful Telephone Numbers

SECTION 2 - Language

SECTION 3 - Eating Customs

SECTION 4 - Police

SECTION 5 - Business Hours

SECTION 6 - Stores and Markets

SECTION 7 - Metric System and Clothing/Shoe Sizes

SECTION 8 - Public Transportation

SECTION 9 - Parking the Car

SECTION 10 - Telephones (Public and Private)

SECTION 11 - Italian Kindergarten

SECTION 12 - Transformers

SECTION 13 - Television

SECTION 14 - Autostradas

SECTION 15 - Helpful Hints

SEC .1 - EMERGENCY/USEFUL TELEPHONE NUMBERS

These telephone numbers are for use while in Italy.

VICENZA AREA:

- SETAF Operator (0444) 51-7111
- Military Police (0444) 50-1800
- U. S. Army Clinic (0444) 50-1700
- Vicenza Hospital (Civilian) (0444) 943-111
- Vicenza Police (Civilian) (0444) 507-707
- Vicenza High School (0444) 517-656/7072
- NOTE: YOUR SPONSOR WILL ASSIST YOU IN PURCHASING A SIP CARD, WHICH IS A TELEPHONE CARD USED AT MOST PUBLIC TELEPHONES. USING A SIP CARD ELIMINATES THE NEED TO HAVE THE CORRECT CHANGE (IN THE CORRECT SIZES). SIP CARDS MAY BE PURCHASED AT ANY TABBACCHI STORE (A TOBACCO STORE WITH A BLUE SIGN AND A LARGE WHITE "T"), DAVIS HALL AT CASERME EDERLE IN VICENZA, OR ANY BUS OR TRAIN STATION OR AIRPORT.

VERONA AREA:

- HQ JC SOUTH Operator (045) 927-0111
- HQ JC SOUTH Duty Officer (045) 927-0155
- HQ JC SOUTH Duty NCO (045) 927-0156
- Verona American School (045) 942-203
- American Compound Office (045) 942-053
- Verona Community Club (045) 942-342
- Director of Youth Services (045) 942-616

VERONA CIVILIAN HOSPITALS:

- Citta de Verona (downtown) (045) 839-5111
- Centro Ospitaliero Di Borgo Trento (045) 807-1111 SWBD
- Centro Ospitaliero Di Borgo Roma (045) 807-1111 SWBD
- Ospedale Civile (Bussolengo) (045) 676-9111

AMBULANCE SERVICE - VERONA:

- Emergency 118

SEC. 2 - LANGUAGE

Language - Moving to a new location and setting up your home can be difficult enough without the additional handicap of a language barrier. Luckily, the Italians are polite and helpful and will do anything to try and help you communicate with them.

Also, many of the Americans in our community speak Italian so don't be reluctant to ask them for help. The chart on the next page will help a little. Again, you are encouraged to learn to speak Italian. It's not as hard as it looks.

ENGLISH ITALIAN

Good morning/Good day - Buon Giorno

Good afternoon/Good evening - Buona Sera

Mr./Sir - Signore

Mrs./Madam - Signora

Miss - Signorina

How are you? - Come sta?

I am well - Sto bene

Come in - Avanti

Please - Per favore

Thank you - Grazie

You're welcome - Prego

Excuse me - Scusi

Do you understand? - Ha capito?

I don't understand - Non capisco

Yes - Si

No - No

Good-bye - Arrivederci or Addio

What is your name? - Come si chiama?

My name is - Io mi chiamo

Where is . . . ? - Dov'è . . . ?

. . the railway station . . - la stazione

. . the bus station . . - la stazione dell'autobus

. . a hotel . . - un albergo

. . the toilet . . - il bagno

. . a doctor . . - un dottore

This way - Da questa parte

That way - Da quella parte

To the left - A sinistra

ENGLISH ITALIAN

To the right - A destra

To the north - Al nord

To the south - Al sud

To the east - All'est

To the west - All'ovest

Straight ahead - Sempre diritto

Please show me - Mi indichi, per favore

How far is . . . ? - A che distanza è? . . . ?

Kilometer(s) - Chilometro (ri)

SEC. 3 - EATING CUSTOMS

Italians love to eat and by American standards, they are big eaters. Be prepared for three or more courses. First, there is the Antipasto, then the Primo (1st) (usually pasta or rice), followed by the Secondo (fish or meat course with vegetables and salad) and finally dessert and coffee. Of course, you aren't obliged to order all of these courses! You may just order one or two. Italians believe dinner time is also family time, so don't be surprised to spend 3 hours at the dinner table in a home or at a restaurant.

There are three main classes of eating places. First, there is the *PIZZERIA* where usually only pizza is served for lunch or dinner.

NOTE - Italians eat pizza and fruit with forks and knives.

Also, within the last few years a new breed of pizzeria has sprung up "Pizza al Taglio." Taglio literally means "cut" and you can ask for a "cut" of pizza from a large rectangular pan. Talk to the "old timers" to find their favorite pizzerias.

The *TRATTORIA* is usually a family-run operation and there might or might not be a menu. As a rule, Trattoria's are usually lower priced than a *RISTORANTE*. Trattoria food is wholesome and "abondante" or abundant.

RISTORANTE'S are the most expensive of the three. Prices can be expensive so check the sign posted outside for cost and the food offered.

Finally, the *BAR* is not to be ignored as a place to eat since they will usually serve at least a "panino" which is a hard roll or bread with salami, prosciutto (ham), etc., or a "toast" which will be a grilled ham and cheese (formaggio).

To save you embarrassment, when you enter a bar to order a coffee, glass of wine, coke, panino, etc., go to the cash register (CASSA) and order what you want, then take the receipt and tell the person at the counter or bar what you paid for. This is the way it is done 99% of the time. This is the way it is done in stations, airports, etc. Around town you order, eat, drink and then pay. It is customary that if you sit down at a table in a bar someone will come and take your order.

SEC. 4 - POLICE

When you arrive, you will see police in different uniforms. Briefly, here is a summary of each. The *Carabinieri* are a national police force with jurisdiction over both military and civilian personnel. There are over 90,000 Carabinieri and they are stationed in every community in Italy. The origins of this elite Corps date back to 1814. The *Vigili Urbani* are the city traffic police. The *Polizia di Stato* are the regular state police while the *Guardi di Finanza* are the Italian Customs Police who you will see at airports or border crossings.

SEC. 5 - BUSINESS HOURS -- "RIPOSO"

Riposo takes some getting used to, but after awhile most people enjoy it. The Italian families eat their biggest meal in the middle of the day, and all of Italy comes to a halt. Riposo is approximately a three hour break (normally 1230-1530). During this time most stores, offices, museums, and churches are closed. Businesses reopen after 1530 and usually close between 1900-2000. Some large grocery "K-Mart type" stores (Famila, Citta Mercato, PAM, IMAS) now have continuous hours until as late as 2100 hours. The malls in the Verona area are also open all day.

SEC. 6 - TYPES OF STORES AND MARKETS

NOTE: A "Marco Di Bollo" is an Italian stamp required for all legal transactions. ALWAYS, REGARDLESS OF WHAT YOU PURCHASE OR HOW WHAT IT COSTS, TAKE YOUR RECEIPT.

Verona, like the rest of Italy, is still largely made up of small neighborhood specialty stores. Below is a list of what to look for:

ALIMENTARI Cold cuts, cheese, some canned goods; almost the same as a small grocery store.

BAR You will find espresso coffee and wine; the main drinks in an Italian bar. Bar's usually offer pastries with cappuccino in the morning.

FALEGNAMI - Cabinet maker, furniture repair.

FARMACIA - Pharmacy, drugstore.

FERRAMENTA - Hardware store.

FIORI E PIANTE - Flower and plant store.

FRUTTA VERDURA - Fruits, vegetables, sometimes plants.

GELATERIA - Ice cream.

LAVANDERIA A SECCO - Laundry and dry cleaners.

MACELLERIA - Fresh meat, salami, and sausage.

PANIFICIO - Bread store.

PASTICCERIA - Pastries, cakes, sometimes candy and small gifts.

PESCEERIA - Fresh seafood.

POLLERIA - Poultry.

PROFUMERIA - Perfume, cosmetics, and costume jewelry.

SALUMERIA - Cold cuts, cheese, salami, some canned goods; almost like a mall grocery store.

TABBACHI - Cigarettes, cigars, stamps, bus tickets, salt, greeting cards, Marco Di Bollo, matches, and SIP CARDS (telephone cards).

VETERINARIA AMBULATORI - Animal hospital.

Large supermarkets are becoming more common these days. AUCHAN (one is within walking distance of Castelvechio), ROSSETTO and ESSELUNGA are three that are well worth visiting. Citta Mercato a small mall outside Verona. Just past that, is La Grande Mela, which is a large mall just like in the United States complete with movie theater (Italian) and bowling alley. They are both located on SS 11 (old state highway between Verona and Lake Garda) on the west side of town. There is also an "American Style" mall called "Le Piramidi" in Vicenza.

There are several department stores in the area, STANDA, UPIM, and COIN being the principal ones. SORELLE RAMONDA, on the state road to Vicenza, in the town of Montecchio, is especially good for designer clothes and fabrics. Prices in department stores are less expensive than in the neighborhood or small town clothing stores.

Outdoor market places are also a good source for clothing, food, and odds and ends, fun and adventure. They are open from 0800-1200 once a week, the exception being Piazza del Erbe Market Place which is open every day except Sunday. Below is some information of local markets:

- Monday Torre - (Lake Garda)
- Tuesday Soave - Pescantina
- Wednesday - Grezzana (3rd Wed.), Lazise (Lake Garda), San Bonifacio, Mantova
- Thursday - Bussolengo
- Bardolino - (Lake Garda)
- Friday - Grezzana (1st Fri.), Garda (Lake Garda), Isola della Scala
- Saturday - Verona (Stadium), Parona
- Sunday - Zevio, San Ambrosio, Desenzano (Antiques - 1st Sun.)

SEC. 7 - METRIC SYSTEM/CLOTHING AND SHOE SIZES

Prepare yourself for kilometers and kilograms. An easy approximation is: 1 kilometer equals .62 miles and 1 kilogram equals 2.2 pounds. When you order meats and cheese you will have to ask for etti (100 grams). An etto is 3.5 ounces.

In men's clothing, the Italians have a numbering system similar to the United States, however, there is an additional number called "drop." Drop tells you how wide or slim the article is cut; 0 being the widest and 8 being the most trim. If an item is not marked with a drop number, it is usually a drop 6, the most popular drop. Women's clothing sizes are completely different running between 38 and 50.

Shoes are also different. Normal shoe sizes for men run in the 40's, 42 being approximately 8 1/2 and women's sizes run in the 30's, size 7 being 38. Shop around for shoes; prices range from \$15 in market places to \$300 on Via Mazzini.

SEC. 8 - PUBLIC TRANSPORTATION

The public transportation system in Italy is excellent. Trains are a cheap and efficient way to travel. From the Porta Nuova (Verona) train station, you can travel to any major city in continental Europe. Tickets are bought in the station – one way (solo andata) or round-trip (andata e ritorno). All tickets must be validated at the little yellow box before getting on the train.

The bus system in Italy is also excellent. Bus stops are marked by yellow signs "FERMATA" and are easy to spot. The number of the bus line, a list of the stops, and times will be posted on the pole. Yellow buses are city buses and blue ones are province buses.

Tickets (BIGLIETTI) are purchased at the small stand in front of the Verona Train Station and at most tobacco stores (TABACCHI), except on Sundays (they are both closed).

Enter the bus through the rear door and insert your ticket in the automatic ticket machine. Be sure to keep your ticket until you depart the bus because occasionally an inspector will enter to check tickets. You will be fined if you cannot produce a canceled ticket. Exit the bus from the center door.

If you will be riding the bus every day, you might consider purchasing an ABBONAMENTO, which is good for one month. To get full use of this you must use the bus at least 10 times a week. If you do have an ABBONAMENTO, you can enter the bus from the front and flash it to the driver and avoid the herd at the back of the bus.

note: Bus drivers cannot accept money for a ticket.

SEC. 9 - PARKING THE CAR

Once you get your USASETAF Drivers License or International Drivers License, you can compete with the Italians for road and parking space downtown. On the weekends and in the evenings you can park downtown Verona in Palazzo Carli or you can usually find a space across the Castelvécchio Bridge in what is referred to as "Bambini Park." In the paid parking lots you must take the ticket from the guard and pay when you return.

Also, become familiar with the DISCO ORARIO, which you place on your dashboard facing out, and set the time that you leave the car. You will find parking places marked with words DISCO ORARIO and the amount of time you can park there. DISCO ORARIOs can normally be purchased at the AAFES Garage and AGIP gas stations.

During normal working hours is almost impossible to find a parking space! Take a bus whenever possible - they're dependable and easy to catch!

SEC. 10 – TELEPHONES: PUBLIC AND PRIVATE

When you call from the United States to Verona, dial the international code -- 011, the Italian country code -- 39, the Verona province code -- 45, and then your number.

When calling from Italy to the United States, substitute 001 for the country code and then your area code and number. (NOTE: When calling Verona or any province from within Italy, add a 0 to the province code, i.e., 045 from Verona or 0444 for Vicenza).

The least expensive method is to obtain a call-back service.

All new phones take a plastic card, which you can purchase, in tobacco shops (the SIP CARDS mentioned earlier in this packet). Some hotels and bars have counter-controlled rather than coin-operated phones. A meter keeps track of the cost of your call and you pay the proprietor when you finish.

While staying in a hotel, you can make calls through the person at the front desk. However, when placing a long distance call, always ask in advance what the service charge will be as it can be expensive. The best place to make long distance calls while away from home are the train station (ASST) and the SIP office behind the Arena, Via Leoncino 43, open daily 0800-2130. They will place the call for you and tell you the charge when you finish.

SEC. 11 – ITALIAN KINDERGARTEN

Children ages 3-6 usually attend a nursery school called "ASILO" or "SCUOLA MATERNA."

The ASILO will be the Italian school in which you might be interested if you have small children. The word 'asilo' means refuge and it is exactly that for mothers, Italian and American alike. The cost of putting your child into this school is minimal (approx. \$50 per month). The children go to school around 0800-0900 and must be picked up close to 1600. As a convenience for working mothers, the public/commune asilos are also open on Saturdays.

There are two kinds of Asilos - the public/commune and the private/Catholic school. Both are highly recommended by those Americans who have used them. Language is not a problem for the children after the first week, and after two months, they act as interpreters for their families.

To register in a public Asilo, go to your neighborhood school or talk to one of the American mothers whose child is in one. Further information can be obtained through the American School principal.

SEC. 12 – TRANSFORMERS

Italy operates on 220 volt electricity. Don't even think of plugging in 110 volt appliances, you'll zap them useless. Below is a chart, which will help you in selecting transformers, which can be bought in Vicenza or borrowed through the furniture warehouse (when available). Vicenza also offers small plastic plug adapters.

SIZE USE FOR...

75 watts Small radios, phonographs, tape recorders, heating pads, and sewing machines.

300 watts Large radios, consoles, electric blankets, mixers, warming plates, sewing machines, small and medium fans, TV sets, stereos, and VCR's.

750 watts Small irons, small to medium washing machines, coffee makers, percolators, and freezers.

1,000 watts Small heaters, large washing machines, large percolators and coffee makers, vacuum cleaners, and small microwaves.

1,600/2,000 watts Toasters, roasters, cookers, grills, fryers, frying pans, hot plates, dish washers, medium heaters, irons, and motor driven appliances.

3,000 watts Large heaters and air conditioners.

Transformers change only the wattage, not cycles. Therefore, the cycle of electric clock radios must be changed. U.S. lamps work in Europe simply by changing to 220 volt bulbs.

SEC. 13 – TELEVISION

In Verona, an Italian television can pick up 20 different channels. They operate under the PAL system, not NTSC, so a multi-system television is a wise investment. This includes three national channels, and a channel from Monte Carlo. One Italian channel carries several hours of CNN daily. Depending on where you live in Verona, you can pick up American Forces Network (AFN), part of the Armed Forces Radio and Television Service broadcasting from Vicenza. If you want to purchase a satellite dish, you can rent a AAFES decoder for \$25 per month or buy one for \$550. The AAFES

decoder will give you access to AFN Pacific, AFN Atlantic, a sports/news station and a movie channel. A standard civilian decoder costs about the same amount and offers the possibility of several hundred channels from around the world. There are several community members who have use satellites and can provide all the details about all the satellite systems. British channels are available on a pay per month system like cable and satellite service in the US.

SEC. 14 – AUTOSTRADAS

The fastest way to get to and from larger cities in Italy, i.e., Verona to Vicenza, is via autostrada, or the toll highways. The speed limit now during the week is 130 KPH (approximately 80 MPH) and 110 KPH (approximately 70 MPH) on weekends. One caution: Europeans often go much faster than the speed limits. Always drive with one eye on the rear view mirror. Stay out of the far left lane except to pass. Never pass on the right!

SEC. 15 – HELPFUL HINTS

This last section describes some information we hope will be helpful. Life in Italy can be a wonderful experience - but you must be flexible and use patience. Italian culture is different in many ways.

When invited to a European home for dinner, a little gift is appropriate, such as flowers or candy. Never send or give chrysanthemums -- these are a symbol of death and are only used at funerals.

Yes, you can drink the water, but it is not recommended! However, when in a restaurant, it is customary to order bottled water. There are two kinds: acqua minerale naturale and acqua minerale gassata (which is slightly fizzy).

Never plan a trip to Rome without first contacting the USO for hotel reservations, Papal audiences, tours, etc.

When you see the fans or heaters on sale at the Post Exchange in Vicenza, grab them or put them on layaway. Do not wait for the cold to hit or the heat to arrive. When you need them, there won't be any available. The exchanges in Vicenza (Army) and Aviano (Air Force) are smaller than those in the U.S. and support many people. If you see something in the exchange, it may not be there tomorrow! Keep this in mind and plan your shopping accordingly. Also, large items can be sent to the Verona shopette, which will help justify the expense of operating the facility and more easily facilitate getting the items to your home.

The Automobile Club of Italy (ACI) is similar to AAA in the United States. For a yearly membership fee, you will receive towing discounts, maps, tour guides, reduced parking and hotel rates, and inexpensive automobile rentals. It is highly recommended for the American on the Autostrada. In an emergency, dial 116 and someone will come to tow you. ACI's main office is located in Via Valverde 34, Tel. 595353. ACI will normally tow your car to the nearest "deposito" or storage lot. You'll pay extra to have your car towed to Vicenza or Verona, but it may be worth the additional cost! Several Americans in Vicenza like to use CENTRO BERTUCCO (Viale del Lavoro 36, telephone: 045-582444 in Verona). This garage is just off the VERONA SUD autostrada exit, is also a Toyota dealership, and is easily spotted from the main road.

Your insurance company may have a towing clause that is better than ACI's discount. For outstanding guide books and maps in Italian the Touring Club of Italy (TCI) is very good and membership gives great discounts.

PARTING THOUGHTS

Your assignment to JC SOUTH and Verona can be one of the most rewarding assignments of your career. Living in Europe, and especially Italy, is very different than any stateside location.

This booklet and the other guides included in your welcome packet offers a lot of detailed information, but it does not answer all your questions. Your sponsor is an integral link in preparing you for your transfer. He or she can provide you invaluable support before, during, and after you and your family arrives in Verona.

Congratulations in your assignment to Verona. It will be a unique experience for both you and your entire family. Have a safe move.